SHICK Pre-Training Appendix - Resources, Publications, and Acronyms

Resources and Websites

Kansas Department for Aging and Disability Services

- 1-800-432-3535
- kdads.ks.gov

Kansas Insurance Department

- 1-800-432-2484 (Kansas only)
- www.ksinsurance.org

Centers for Medicare & Medicaid Services (CMS)

- 1-800-MEDICARE (1-800-633-4227). TTY: 1-877-486-2048.
- Medicare.gov
- CMS.gov
- Medicaid.gov/

Social Security

- 1-800-772-1213. TTY: 1-800-325-0778
- SocialSecurity.gov/

SSA Red Book

ssa.gov\redbook

Railroad Retirement Board

- 1-877-772-5772. TTY: 1-312-751-4700
- RRB.gov/

Affordable Care Act

- HealthCare.gov
- HHS.gov/healthcare/about-the-aca/index.html

State Health Insurance Assistance Programs and State Insurance Departments

shiptacenter.org/

Benefits Coordination & Recovery Center

Call 1-855-798-2627, TTY: 1-855-797-2627

U.S. Department of Health and Human Services, Office for Civil Rights

- HHS.gov
- HHS.gov/ocr/office/index.html
- 1-800-368-1019. TTY: 1-800-537-7697

Beneficiary Notice Initiative

- CMS.gov/Medicare/Medicare-General-Information/BNI
- Medicare.gov/claims-and-appeals

Medicare Beneficiary Ombudsman

- Medicare.gov/claims-and-appeals/medicare-rights/get-help/ombudsman
- Medicare.gov/what-medicare-covers/part-a/rights-in-snf

Limited Income NET Program (Humana)

- Call 1-877-783-1307 or 711 (TRS)
- linetoutreach@humana.com

Prescription Drug Benefit Manual

 CMS.gov/Medicare/prescription-drugcoverage/prescriptiondrugcovcontra/partdmanuals.html

PD Enrollment and Disenrollment Guidance

 CMS.gov/Medicare/eligibility-andenrollment/medicarepresdrugeligenrol/index.html

Medicare Premiums: Rules for Higher-Income Beneficiaries

SSA.gov/pubs/EN-05-10536.pdf

CMS Guide to Mailings From CMS, Social Security, and Plans

 CMS.gov/Medicare/Prescription-Drug-Coverage/LimitedIncomeandResources/Downloads/Consumer-Mailings.pdf

MyMedicare.gov

MyMedicare.gov/

Medicare Marketing Guidelines

 CMS.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/2017MedicareMarketingGuidelines2. pdf

Medicare Managed Care Manual

 CMS.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS019326.html

U.S. Department of Labor

- Call 1-866-4-USA-DOL (1-866-487-2365). TTY: 1-877-889-5627
- dol.gov/dol/topic/health-plans/cobra.htm

Office of Personnel Management (Federal Employees Health Benefit Program)

opm.gov/healthcare-insurance/healthcare/

Patient Assistance Program Center

rxassist.org

Medicare/TRICARE Benefit Overview

tricare.mil/Plans/Eligibility?sc database=web

TRICARE

TRICARE.mil/

Department of Veterans Affairs

- Call 1-800-827-1000. TTY: 1-800-829-4833
- va.gov/opa/publications/benefits book.asp
- benefits.va.gov/benefits/

Black Lung Program

- <u>dol.gov/compliance/topics/benefits-comp-blacklung.htm</u>
- Call 1-800-638-7072. TTY: 1-877-889-5627

Senior Medicare Patrol Program

- <u>smpresource.org</u>
- Medicare.gov/fraud

Fraud Hotline

- Call 1-800-HHS-TIPS (1-800-447-8477)
- TTY: 1-800-337-4950
- Fax 1-800-223-8162

Prevention Toolkit

• <u>CMS.gov/Outreach-and-</u> <u>Education/Outreach/Partnerships/FraudPreventionToolkit.html</u>

National Training Program – Partner Job Aids

• CMS.gov/outreach-and-education/training/cmsnationaltrainingprogram

Products and Publications

Available through Medicare.gov

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"Medicare & You Handbook" CMS Product No. 10050
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"Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare" CMS Product No. 02110

"Medicare & the Health Insurance Marketplace" CMS Product No. 11694

"Welcome to Medicare" CMS Product No. 11095

"Are You a Hospital Inpatient or Outpatient?" CMS Product No. 11435

"Medicare Coverage of Skilled Nursing Facility Care" CMS Product No. 10153

"Medicare and Home Health Care" CMS Product No. 10969

"Medicare Hospice Benefits" CMS Product No. 02154

"Who Pays First" CMS Product No. 02179

"Your Guide to Medicare Prescription Drug Coverage" CMS Product No. 11109

"Getting Help with your Medicare Costs" CMS Product No. 10126

"Medicare Coverage Outside the United States" (CMS Product No. 11037)

"Medicare Rights & Protections" (CMS Product No. 11534)

"Medicare Appeals" (CMS Product No. 11525)

"Have You Done Your Yearly Medicare Plan Review?" (CMS Product No. 11220)

"Understanding Medicare Part C & D Enrollment Periods" (CMS Product No. 11219)

"Understanding your Medicare Advantage Plan's provider network" (CMS Product No. 11941)

"What is Medicare? What is Medicaid?" (CMS Product No. 11306)

"How Medicare Prescription Drug Plans and Medicare Advantage Plans with Prescription Drug Coverage (MA-PDs) Use Pharmacies, Formularies, & Common Coverage Rules" (CMS Product No. 11136)

"What's a Medicare Advantage Plan?" (CMS Product No. 11474)

"Your Guide to Medicare's Preventive Services" (CMS Product No. 10110)

"Medicare Coverage of Diabetes Supplies & Services" (CMS Product No. 11022)

"Welcome to Medicare Q&A – Preventive Services" (CMS Product No. 11532)

"Staying Healthy" (CMS Product No. 11100)

"6 Things You Should Know" (CMS Product No. 11533)

[&]quot;Your Medicare Benefits" CMS Product No. 10116

"Help Prevent Fraud: Check Your Medicare Claims Early!" (CMS Product No. 11491 and No. 11492)

"Protecting Yourself & Medicare From Fraud" (CMS Product No. 10111)

"Quick Facts About Medicare Plans and Protecting Your Personal Information" (CMS Product No. 11147)

"4Rs for Fighting Fraud" (CMS Product No. 11610)

"You Can Help Protect Yourself and Medicare From Fraud Committed by Dishonest Suppliers" (CMS Product No. 11442)

"4 Programs that Can Help Pay Your Medical Expenses" (CMS Product No. 11445)

"Medicaid: Getting Started" (CMS Product No. 11409)

"Medicare Coverage of Kidney Dialysis and Kidney Transplant Services" (CMS Product No. 10128)

"Medicare for Children with End-Stage Renal Disease" (CMS Product No. 11392)

"Medicare's Coverage of Dialysis and Kidney Transplant Benefits: Getting Started" (CMS Product No. 11360)

Through CMS.gov

CMS Partner Tip Sheets (CMS.gov/publications-for-partners.html)

"Medicaid Spend Down" (CMS Product No. 11249-P)

"Dual Eligible Beneficiaries Under the Medicare and Medicaid Programs" (CMS Product No. 006977)

"The Limited Income NET Program for People With Retroactive Medicaid & SSI Eligibility" (CMS Product No. 11401-P)

To access these products

- View and order single copies at <u>Medicare.gov/publications</u> or <u>https://www.cms.gov/outreach-and-</u> education/outreach/partnerships/publications-for-partners.html
- Order multiple copies (partners only) at <u>productordering.cms.hhs.gov.</u> You must register your organization.
- CMS.gov publications-for-partners

Common Acronyms for People with Medicare

A	
AAA	Area Agency on Aging
AAA	Abdominal Aortic Aneurysms
AARP	American Association of Retired Persons
A/B MAC	A/B Medicare Administrative Contractor
ABD	Aged, Blind & Disabled
ABN	Advanced Beneficiary Notice
ACA	Affordable Care Act
ACL	Administration for Community Living
ACO	Accountable Care Organization
ADC	Adult Day Care
ADL	Activities of Daily Living
ADRC	Aging and Disability Resource Center
AEP	Annual coordinated election period (10/15 – 12/7 each year)
AI/AN	American Indian/Alaska Native
AIC	Amount in controversy
AIDS	Acquired Immune Deficiency Syndrome
ALJ	Administrative Law Judge
ALS	Amyotrophic Lateral Sclerosis
ANOC	Plan Annual Notice of Change
AO	Accreditation Organization
AOA	Administration on Aging
APTC	Advanced Premium Tax Credits
ARRA	American Recovery and Reinvestment Act 2009
AVF	Arteriovenous Fistulas
В	
BAE	Best Available Evidence
BBA	Balanced Budget Act (of 1997)
BBRA	Balanced Budget Refinement Act (of 1999)
BC/BS	Blue Cross/Blue Shield
BFCC	Beneficiary and Family Centered Care
BFCC-QIO	Beneficiary and Family-Centered Care Quality Improvement Organization
ВНР	Basic Health Program
ВМІ	Body Mass Index
ВР	Benefit Period
ВРН	Benign Prostatic Hyperplasia
С	
САН	Critical Access Hospital
CAL	Compassionate Allowance

СВО	Community-Based Organizations
СВО	Congressional Budget Office
CCN	Claim Control Number
CCRC	Continuing Care Retirement Community
CFC	Conditions for Coverage
CHAMPVA	Civilian Health and Medical Program of the Department of Veterans
	Affairs
CHIP	Children's Health Insurance Program
CKD	Chronic Kidney Disease
СМНС	Community Mental Health Center
CMS	Centers for Medicare and Medicaid Services
СОВ	Coordination of benefit(s)
COBC	Coordination of Benefits Contractor
COBRA	Consolidated Omnibus Budget Reconciliation Act (of 1985)
CORF	Comprehensive Outpatient Rehab Facility
СР	Claims Processing
СРАР	Continuous positive airway pressure
СРІ	Center for Program Integrity
CSR	Customer Service Representative
CSR	Cost Sharing Reductions
CVD	Cardiovascular disease
CWF	Current Working File
CY	Calendar Year
D	
DCF	Kansas Department for Children and Families, formerly SRS
DE	Dual-Eligible
DENC	Detailed Explanation of Non-coverage
DES	Diethylstilbestrol
DFC	Dialysis Facility Compare
DHHS	Department of Health & Human Services
DI	Disability Insurance
DME	Durable medical equipment
DME-MAC	Durable Medical Equipment-Medicare Administrative Contractor
DMEPOS	Durable Medicare Equipment Prosthetics, Orthotics and Supplies
DMERC	Durable Medical Equipment Regional Carrier
DOB	Date of Birth
DOD	Date of Death
DOE	Date of Entitlement
DoD	Department of Defense
DOJ	Department of Justice
DOL	Department of Labor

DOS	Date of Service
E	Dute of Service
EGHP	Employer Group Health Plan
EOB	Explanation of Benefits
EOC	Evidence of Coverage
EOMB	Explanation of Medicare Benefits (replaced by MSN)
ERISA	Employee Retirement Income Security Act (of 1974)
ESRD	End-stage renal disease
F	End stage renaralsease
FAQ	Frequently Asked Questions
FBDE	
FDA	Full Benefit Dual-Eligible Food and Drug Administration
FEHBP	<u> </u>
	Federal Employee Health Benefits Program
FFS	fee-for-service
FI	Fiscal Intermediary
FICA	Federal Insurance Contributions Act
FMAP	Federal Medical Assistance Percentage
FPL	Federal poverty level
FPS	Fraud Prevention System
FR	Federal Register
FY	Fiscal year
G	
GAO	Government Accountability Office
GEP	General Enrollment Period (1/1 – 3/31 – each year)
GHP	Group Health Plan
Н	
HBV	Hepatitis B Virus
HCBS	Home and Community Based Services
HCBWP	Home and Community Based Waiver Program
HCFA	Health Care Financing Administration (now CMS)
HCV	Hepatitis C Virus
HEAT	Health Care Fraud Prevention and Enforcement Action Team
HHS (DHHS)	Department of Health and Human Services
HIC	Health insurance claim
HICN	Health insurance claim number (Medicare number)
HIPAA	Health Insurance Portability and Accountability Act (of 1996)
HIV	Health Care Fraud Prevention and Enforcement Action Team
НМО	Health maintenance organization
HMO-POS	HMO Point-of-Service
HPV	Human Papillomavirus
HSA	Health Savings Accounts

1	
IADL	Instrumental Activities of Daily Living
ICFs/MR	Intermediate care facilities for the mentally retarded
IDE	Investigational Device Exemption
IEP	Initial enrollment period
IHS	Indian Health Service
IPPE	Initial Preventive Physical Examination
IRE	Independent review entity
IRMAA	Income-Related Monthly Adjustment Amount
IRS	Internal Revenue Service
I/T/U	Indian Tribes and Tribal organizations, and urban Indian organizations
IVR	Interactive Voice Response
K	
KDADS	Kansas Department for Aging and Disability Services
KDHE	Kansas Department of Health and Environment
L	
LEP	Late Enrollment Penalty
LIS	Low-income subsidy
LMB	Low-income Medicare beneficiary (KS-same as SLMB at Fed level)
L-OEP	Limited Open Enrollment Period
LPI	Low Performance Icon
LRD	Lifetime Reserve Days
LTC	Long-term care
LTCF	Long-term care facility
LTR	Lifetime Reserve
LTSS	Long-Term Services and Supports Spending
M	
M&M	Medicare and Medicaid
MA	Medicare Advantage
MAGI	Modified Adjusted Gross Income
MA-PD	Medicare Advantage with prescription drug plan
MAC	Medicare Administrative Contractor
MAC	Medicare Appeals Council
MACRA	Medicare Access and CHIP Reauthorization Act of 2015
MAO	Medicare Advantage organizations
MEDIC	Medicare Drug Integrity Contractor
MFCU	Medicaid Fraud Control Unit
MFP	Money Follows the Person
MI	Medical Insurance (Medicare Part B)
MICs	Medicaid Integrity Contractors

MIPPA	Medicare Improvements for Patients and Providers Act of 2008
MMA	Medicare Prescription Drug, Improvement, and Modernization Act (of
IVIIVIA	2003)
MMG	Medicare Marketing Guidelines
MNT	Medical Nutrition Therapy
MOON	Medicare Outpatient Observation Notice
MRI	Magnetic Resonance Imaging
MSA	Medicare Medical Savings Accounts
MSN	Medicare Summary Notice
MSP	Medicare Savings Program
MSP	Medicare Secondary Payer
MSPRC	Medicare Secondary Payer Recovery Contractor
MTM	Medication Therapy Management
N	- 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
NAIC	National Association of Insurance Commissioners
NBI	National Benefit Integrity
NCC	National Coordinating Center
NCD	National Coverage Decision
NET	Newly Eligible Transition
NF	Nursing Facility
NIA	National Institute on Aging
NIH	National Institutes of Health
NIMH	National Institute of Mental Health
NOMNC	Notice of Medicare Non-coverage
NPA	National PACE Association
NPI	National Provider Identifier
NTP	National Training Program
0	
O&E	Outreach and Education
OASIS	Outcome and Assessment Information Set
OBRA	Omnibus Budget Reconciliation Act
OCR	Office for Civil Rights
OEP	Open enrollment period
OEPI	Open enrollment period for institutionalized individuals
OIG	Office of the Inspector General
ООР	Out-of-Pocket
ОРМ	Office of Personnel Management
OPPS	Outpatient Prospective Payment System
ОРТ	Outpatient Physical Therapy
ОТ	Occupational Therapy

P	
PA	Prior Authorization
PACE	Program of All-Inclusive Care for the Elderly
PAP	Patient Assistance Program
PBA	Pharmacy benefit administrator
PBMs	Pharmacy benefit managers
PDP	Medicare stand-alone prescription drug plan
PFFS	Private fee-for-service plan
PHI	Protected health information
PhRMA	Pharmaceutical Manufacturers and Researchers of America
POC	Plan of Care
POS	Point-of-Sale
PPACA	Patient Protection and Affordable Care Act 2010
PPO	Preferred provider organization
PPS	Prospective Payment System
PRO	Peer Review Organization (renamed QIO)
PSA	Prostate-specific antigen
PSO	Provider-sponsored organization
PT	Physical Therapy
Q	
Q&A	Questions and Answers
QAPI	Quality Assessment & Performance Improvement
QDWI	Qualified disabled and working individual
QHP	Qualified Health Plans
QI	Qualified Individuals
QIC	Qualified Independent Contractor
QIO	Quality Improvement Organization
QMB	Qualified Medicare beneficiaries
QWDI	Qualified Working Disabled Individual (aka QDWI)
R	
RAC	Recovery Audit Contractor
RDF	Renal Dialysis Facility
REACH	Regional Education About Choices in Health
RFI	Request for Information
RHC	Rural Health Center
RHHI	Regional Home Health Intermediary
RNHCI	Religious Non Medicare Health Care Institution
RO	Regional Office
RRB	Railroad Retirement Board

S	
SCE	Subsidy Changing Event
SEP	Subsidy-Changing Event
	Special Enrollment Period
SGS	SafeGuard Services, LLC
SHI	Supplemental Health Insurance
SHICK	Senior Health Insurance Counseling for Kansas
SHIP	State Health Insurance Assistance Programs (SHICK)
SHOP	Small Business Health Options Program
SLMB	Special Low-Income Medicare Beneficiaries (Federal, same as LMB in KS)
SME	Subject Matter Expert
SMI	Supplemental Medical Insurance (Medicare Part B)
SMP	Senior Medicare Patrol
SNF	Skilled Nursing Facility
SNP	Special Needs Plan
sow	Scope of Work
SPAP	State Pharmaceutical Assistance Program (NOT available in KS)
SS	Social Security
SSA	Social Security Act
SSA	Social Security Administration
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
SSN	Social Security Number
STI	Sexually transmitted infections
T	
TBD	To Be Determined
TDD	Telecommunications Device for the Deaf
TEFT	Testing Experience and Functional Assessment Tools
TFL	TRICARE for Life
Title I	Grants to State for old age assistance & medical assistance for the aged
Title II	Federal old age, survivors & disability insurance benefits (OASDI)
Title IV	Grants to States for aid & services to needy families with children (TAF)
Title X	Grants to State for aid to the blind (AB)
Title XIV	Grants to States for aid to the permanently & totally disabled (DI)
Title XIX	Grants to States for medical assistance programs (Medicaid)
Title XVI	Grants to States for aid to the aged, blind & disabled (ABD) &
	Supplemental Security Income (SSI)
Title XVIII	Health Insurance (Medicare)
Title XX	State operated home health care entitlement program
Title XXI	State Child Health Programs
TrOOP	True Out-of-Pocket
TTY	Text Telephones

TWWIA	Ticket to Work & Work Incentives Act (of 1999)	
U		
U&C	Usual & customary	
V		
VA (DVA)	Department of Veterans Affairs	
W	W	
WCMSA	Workers' Compensation Medicare Set-Aide Arrangement	
WPS	Wisconsin Physician Services	
X		
XIXED	Title 19 Entitlement Date	
Y	Υ	
YOB	Year of Birth	
YTD	Year to Date	
YYYY	Year	
Z		
ZPIC	Zone Program Integrity Contractor	